

UPWARD MOBILITY PROGRAM

Annotated Guide

Target Title: **Employment Security Program Representative**

Position Title Code: 13650

Salary Grade: RC-062-14

Credential or Certificate: Certificate

This position is limited to the Department of Employment Security. The positions are located in counties throughout the state. An Employment Security Program Representative works in a local employment security office, assessing client service needs; taking and processing routine, complex and special claims including interstate, military, other federal or trade readjustments; conducts benefit rights interviews and clarifies eligibility factors; adjudicates contested benefit claims issues, provides routine eligibility determinations; categorizes occupational fields and assigns DOT codes, provides referral, placement and follow-up services on available job orders or training programs; utilizes CRT program for job match and sort; may solicit job orders by telephone; administers Department approved tests; performs reception and intake duties for a combined service operation; processes and extracts data using an automated data system; keeps and processes activity records; refers clients with complex issues and service needs to appropriate office staff.

3/93 Content Revisions

6/08 Salary Revised